



## Strathprints Institutional Repository

**Tait, Alan A. (1977) Local authority expenditure and public attitudes. Quarterly Economic Commentary, 2 (4). pp. 36-52. ISSN 0306-7866 ,**

This version is available at <http://strathprints.strath.ac.uk/50228/>

**Strathprints** is designed to allow users to access the research output of the University of Strathclyde. Unless otherwise explicitly stated on the manuscript, Copyright © and Moral Rights for the papers on this site are retained by the individual authors and/or other copyright owners. Please check the manuscript for details of any other licences that may have been applied. You may not engage in further distribution of the material for any profitmaking activities or any commercial gain. You may freely distribute both the url (<http://strathprints.strath.ac.uk/>) and the content of this paper for research or private study, educational, or not-for-profit purposes without prior permission or charge.

Any correspondence concerning this service should be sent to Strathprints administrator: [strathprints@strath.ac.uk](mailto:strathprints@strath.ac.uk)

## LOCAL AUTHORITY EXPENDITURE AND PUBLIC ATTITUDES

by  
Alan A Tait

There is widespread criticism of the growth of local authority expenditure. Regional reorganisation has not enabled "citizens and their elected representatives to have a sense of common purpose" (1). If anything, there is "the feeling of many people that local government cannot help them, and the frequent sense of frustration among councillors and officers," (2) which was the "failing", (the Radcliffe-Maud Report's own expression), the local authority reform was designed to eradicate.

This article briefly reviews the evidence of recent local authority growth in Scotland. A natural hypothesis would be that increased expenditure in real terms would increase the satisfaction of the consumers of local authorities' goods and services. A description and evaluation of survey evidence on voters' changing attitudes towards, and their satisfaction with, the goods and services provided by Scottish local authorities, refutes this hypothesis. The problem is considered in the context of recent debates on the overall growth of the public sector and an alternative diagnosis and solution is outlined.

### 1. Recent Local Authority Growth : The Evidence

The three public sector spending agencies are central government, local authorities and nationalised industries. How these ought to be measured is itself a complex issue. For instance, the Treasury now claims that to include all the capital expenditure of the nationalised industries, irrespective of the way it is financed, is misleading. If attention is focused on the financial requirements to which this capital expenditure gives rise then only those funds actually provided by government need be included. Similarly, many of the interest payments often included in measuring the size of the public sector as a proportion of GNP do not have to be met through taxes or borrowing but are met from prices, rents or charges for public sector goods and services. In future, the Treasury proposes to show only the "deadweight" debt interest. Likewise, in future, the Treasury intends to exclude the capital spending of nationalised industries except insofar as it is actually funded by government.

For this exercise, nationalised industries do not seem to be an

appropriate component of the total against which local authority spending should be measured. So in accordance with the new procedure of the Central Statistical Office, (which reduces the apparent size of the public sector), all spending, capital or current, by nationalised industries is left out. Moreover, to avoid the ambiguities and double counting implied when public sector transfer expenditure is expressed as a proportion of GNP, all comparisons will be like with like.

Table 1 shows that total current and capital Scottish public sector expenditure has increased by 190% from £1,496 million in 1968/9 to £4,341 million in 1975/6. A startling enough increase in itself, but magnified further when capital expenditure, (which has increased by "only" 130%), is deducted, and current expenditure is shown to have increased by 207%.

Of course, these increases in current prices took place during a period when the retail price index rose by 121% so that the real increase might be put at 86% for current expenditure. A case can be made for creating a special deflator for local authorities (3) on the grounds that the "basket" of goods bought by the local authorities is substantially different from that represented in the retail price index or the GNP deflator. This is especially so when we consider local authority current expenditure, (which appears to be that part of local authority expenditure which has increased most rapidly). The major portion of such current expenditure is on wages; if the wages which local authorities pay have risen by more than those paid in other sectors then it could be held that the local authority deflator should be adjusted to reflect this. But, as we shall see, there is a major chicken and egg question here.

If we use a deflator which is adjusted for higher costs in the public sector, (and there have, in fact, been higher wage awards in the public sector than in the private sector during the period under review) (4), we obtain a series which reflects the changes in the volume of goods and services bought by local authorities, but we understate the proportional costs vis-a-vis the private sector. Moreover, as is argued below, a major factor in the public assessment of local authority performance may have been the increased wage and salary awards to that sector and the increased cost this represents. To deflate by a special index would conceal a major potential determinant of the current problems of local authorities. So, for this exercise, it was decided to leave all the figures in current money terms.

Within this total of Scottish public expenditure the local authorities' current and capital expenditures have increased by 212% from £751 million to about £2345 million, (Table 1). Capital expenditure increased much less than current, which rose by 174% from 1968/9 to 1974/5, (the breakdown is not yet available for 1975/6), compared to 145% for the local authorities' total expenditure over the same period, or compared to the 137% increase in current expenditure of all Scottish public authorities in the same period.

As a result, Scottish local authority total expenditure rose from 50% of total Scottish public expenditures in 1968/9, (excluding defence and nationalised industries - see Table 1), and 1969/70 to 56% by 1973/4 and declined a little to 55% in 1974/5. The Scottish local authority current expenditure as a percentage of total public expenditure has shown an even greater increase from 42% in 1968/9 to 49% in 1974/5.

So all Scots public expenditure has risen, current by more than capital, local authorities current expenditure by most of all, and this has led to an increased share of total public sector spending undertaken by local authorities.

The functional areas where this Scottish local authority increased spending 1968/9 to 1974/5 has been greatest are shown in Table 2. Apart from the "other" category, current expenditure increased by most on "health and social work" (222%), "environmental" (186%), "housing" and "education" (180% each), and "law and order" (162%). Expenditure on "highways and lighting" rose by 144%, while the increase for transport was zero, (due to a re-allocation of finance between local authorities and transport authorities).

Undoubtedly a large part of the increase in current expenditure stems from an increase in the number employed in the public sector by 41% from 75,000 in 1969 to 106,000 in 1975. By comparison, Table 3 shows that overall national government employment in Scotland increased by only 18% from 44,000 to 52,000. However, these totals conceal an interesting structural change in that, in each case, the major part of the increase was due to the increased employment of female labour. In these seven years local authority employment of females more than doubled (107%), while other evidence indicates that a substantial proportion of this increase was in part-time employment (3)

Has this increased expenditure, increased volume of goods and services, and increased employment led to an increase in consumer satisfaction with the provision of local authority goods and services?

## 2. Consumer Satisfaction with Goods and Services provided by Local Authorities

The questions and answers referred to in this part of the article were included in the Strathclyde Area Survey conducted by the SSRC-financed unit in the University of Strathclyde between February and April 1973 and in the same period in 1976. The sample frame consisted of the registered electors in the City of Glasgow and conurbation, with polling districts stratified according to geographical proximity and social need. The definition of social need was based on index maps provided by the City of Glasgow Planning Department and the 1971 Census small area data, giving five indices of social need. Using these indices and accounting for geographical proximity a total of 64 strata were defined. From each stratum a polling district was selected with probability proportion to size and within each selected polling district a systematic selection of electors was made such that the probability of selection of any elector was the same over the entire sample frame. The total sample that formed this part of the survey was 742 in 1973 and 775 in 1976.

The questionnaire was designed to avoid any undue bias or response error; the order of questions relating to consumer satisfaction with local authority services were deliberately altered and interpolated with questions on other aspects of consumer response and behaviour, (earnings, reaction to change in prices, voting patterns etc.) so that respondents would not be led into any particular line of reasoning. Any "leading" or "threatening" questions were eliminated by pilot surveys.

As the survey only started in 1973, it is impossible to present data for the entire period covered in Tables 1, 2 and 3. However, although the survey cannot span the same period, the years 1973 to 1976 certainly span the most rapid escalation of local authority expenditures. Any change in voter attitudes towards local authorities and their expenditures should be reflected in this period, 1973 to 1976.

Voters were asked whether, overall, they considered local government had done a good job or not. As the survey covered the period of local authority reorganisation in Scotland the 1973 survey asked the question about Local Government, whereas the 1976 question asked about the Glasgow District and the Strathclyde Region. Whether the earlier answers are compared to the replies about the district or the region the message is unmistakeable. Table 4 shows that while 64.1% of the sample in 1973 thought Local Government was doing a "good job" only 56.5% thought the District was doing a good job three years later (a fall of 13%), and only 52.4% thought the same about the Strathclyde Region, (a 19% fall). Although the proportion of "satisfied" voters remained over 50%, the directional change in so short a time is remarkable.

When the separate services are reviewed in the same way, (Questions 2 to 8 in Table 4), the results are the same in all cases except one - bus services. The declines in consumer satisfaction are 41% in planning, 2% in local housing, 7% in highways and roads, 18% in education, 16% in social work and 1% in the police service.

Some - housing and police - are slight, though it is noticeable that in each case the numbers distinctly dis-satisfied have increased sharply - 17% for housing and 36% for police - as the undecided "middle" vote has dropped. The danger of a careless interpretation of the figures is emphasised by the statistics of satisfaction with the police service where totals of 87.1% (1973) and 86% (1976) show the massive general support for the police despite the increase in dis-satisfaction. But we are interested in the direction of change. In this the overall pattern is clear; voters, despite large increases in local government expenditure and in the numbers employed, are distinctly less satisfied with the goods and services offered than they were three years earlier.

Some questions tried to break down particular areas of dis-satisfaction to pinpoint particular sources of discontent. Table 5 shows that education, for example, satisfaction with day nurseries and primary education has increased, but dis-satisfaction with secondary schooling has increased markedly. Likewise in local environmental goods and services the only area showing an unequivocal increase in consumer satisfaction is in refuse collection; play areas, and entertainment show declines in satisfaction, while for parks, neighbourhood noise, and libraries voters register small changes in both satisfaction and dis-satisfaction - i.e. they have become more polarised in their opinion and the "middle vote" has shrunk.

Whereas there are some areas with which voters are more satisfied, (buses, primary schools, refuse collection), there is no ambiguity

about the feeling of alienation that the voter has about the local authorities. Answers to questions about the voters' belief that the authorities will react to complaints showed that even in the short time of three years the sample had shifted decisively. Table 6 shows they believed that the likelihood of any change taking place from a complaint about any of the seven major spending agencies was sharply less in 1976 than in 1973. In not one single instance did they consider that the sensitivity of these modern-day Gallios to criticism has improved, despite the increased expenditure and the greater numbers employed. Some services still had excellent ratings for the probability that they would take account of complaints, (e.g. education and the police), but even they had suffered a drop from their higher pedestals of three years earlier.

The results of the survey show unambiguously that voter satisfaction with goods and services provided by local authorities declined between 1973 and 1976. Moreover, authorities are thought to be less sensitive to complaints, while alienation between authorities and voters has increased, exactly the opposite of the intention of the Wheatley and Radcliffe-Maud reports, which ushered in the reorganisation of local government.

Why? It cannot be because of expenditure restrictions during the period. It cannot be because reduced numbers employed removed personal contact - if anything the greatly increased numbers of local authority employees should have improved "sensitivity" markedly.

Could it be dis-satisfaction with the other side of the coin? Could it be that the cost, through local taxation, of providing for the increased local authority expenditures and for the greater numbers employed offset any increased satisfaction from the public expenditure? That is, were the benefits of publicly provided goods and services offset by the disutility of paying taxation, as suggested recently (5) and (6)?

### 3. Local Authority Revenue

In the first place, many of those questioned were council house tenants (58.4% in 1973, 57.2% in 1976), and local rates in these areas are usually not perceived as a direct cost or charge. However, even if rates were recognised as an offsetting cost

to the benefits of local authority expenditure the figures in Table 7 show that the proportion of the revenue of Scottish local authorities contributed by rates fell from 32% in 1968/69 to 22% in 1974/75. "Other current income" declined from 26% of the total revenue in 1968/69 to 23% in 1974/75.

The shortfall left by the relative decline of these two sources of local authority revenue was completely made up by central government grants. These rose from £211 million in 1968/69, (42% of the total), to £725 million in 1974/75 (55% of the total). During the period of the survey their percentage increase was from 45% to 55%.

Thus, although rates rose in many towns in money terms their relative decline as a percentage of total local authority revenue makes it unlikely that they were seen as a factor sufficient to outweigh the advantages of the increased local authority expenditure. If rates increases are not then the reason for increased dissatisfaction with local authority provision of goods and services, what is left as a possible explanation?

#### 4. Alternative Explanations

It could be that the public are aware that increased local authority expenditure must be paid for, and if it is not paid through rates it will be paid from general taxes; these general taxes will be paid broadly by those who consume the local authority goods and services. This is an indirect explanation and more properly might explain general dissatisfaction with government rather than particular criticism of local authority goods and services.

Another explanation could be the quite straightforward dislike of the growth of bureaucratic insensitivity and size of local authority government, reflected by the results in Table 6. This is unlikely. The main body of civil servants has not changed abruptly; indeed, the extra numbers should have improved the contact with the public and generated more rather than less sensitivity.

Though overtly there may appear no reason for the public to be



dis-satisfied with an increased provision of local authority goods and services there is one further significant change in the relations between the public and private sectors. If the relative status of private to public employees has changed then the voter in the private sector may resent the provision of local authority goods and services, (even increased goods and services), because he sees this as an expansion of an increasingly privileged sector.

Relative status can be measured in two ways. First, by relative earnings and, secondly, by employment conditions. In a recent article, (4), it was shown that the ratio of private to public sector median weekly earnings for all male employees, weighted by employment levels, fell from 0.91 in April 1973 to 0.85 in April 1975, and for male manual workers fell from 1.01 in 1973 to 0.91 in 1975. This relative improvement in the status of public sector employees was given dramatic currency in the minds of the general public by the advertisements in newspapers which accompanied the reorganisation of local government in Scotland.(7)

Not only has there been an improvement in relative earnings but the security of employment in the civil service, shown by the smaller increase in unemployment in the public sector compared with the private, (9.4% and 36.7% respectively in 1975) (4), and by the indexed civil service pension schemes, is in contrast to the unemployment and insecurity experience at all levels in the private sector. This may have contributed to a sense of voter frustration and envy.

##### 5. Temporary v. Permanent Monopoly?

However, all this may be symptomatic of a broader and deeper malaise. The problem may not be simply that of marketed versus non-marketed goods (6), not only the relatively increased advantage of the public sector employees, not necessarily dissatisfaction with taxation, but rather a broader breakdown in the voter-recognised relationship between the payment for a good or service through taxation and the enjoyment of the provision of that good or service. This is particularly true of local authority-provided goods and services.

Local voters think of their rates as a direct payment in return for which they receive local services. Despite the fact that this no longer bears any resemblance to the actual state of affairs

it is nevertheless the voter's position. Moreover, it is enhanced by the actual presentation of rates demands in most regions where the breakdown of services provided is shown as a poundage on the rate, and in the voter's mind this links the payment of rates with the provision of actual authority services.

Voters do not normally think of rates having reallocation or redistributive characteristics; they are essentially seen, (however mistakenly), as a payment for services rendered. However, recently the redistributive and reallocation nature of much local authority expenditure has been more in evidence, (for instance, in housing, social work, and education), and the link between payment and provision of service has evidently been awakened. Each voter now feels alone facing a monopoly supplier. There is no option whether to enjoy the service or not. For most voters, you either consume the local authority transport, education, planning, social work service, etc., or you get no publicly provided service at all.

There cannot be any question of returning to a straight market provision of such goods and services. However, a move is possible which could, at least, return to the voter a measure of confidence in the monopoly supplier he at present faces. In many cases, the local authorities could, instead of providing the goods and services by an expansion of their own staffs - who have a vested interest in maintaining (and expanding) their monopoly position - put their provision of goods and services to market-determined competition for suppliers. For instance, tenders could be issued for area refuse collection and the lowest bid would secure the contract for a year. The sanction remains of a further competitive bid in the following year. The supplier is still a quasi-monopolist but at least he is seen to be a temporary monopolist who won his position in competition with others. The voter would see that his money was well-deployed and not suspect that it was used to prop up burgeoning local authority departments which the voter sees as better-paid and more secure than himself. Such a partial return to competition could be used in housing, road maintenance and cleaning, lighting, parks playgroups and day nurseries, office cleaning, the provision of meals and, as mentioned above, refuse collection.

Regrettably, the entire movement recently has been in the opposite direction. Local authorities have extended their monopoly hold on all the above services, and seek to entrench themselves further (e.g. the proposed Parliamentary legislation for an extension of direct labour through local authorities). If this continues local authorities may find themselves even less loved than they are now.

Perhaps, of course, the link between consumer dis-satisfaction with local authorities and their increased provision of goods and services does not lie with the broken perception between payment for service and services rendered. Perhaps the voter does not feel isolated against a monopoly supplier. Perhaps there should be further work to test this relationship. What is not in doubt is the disenchantment of the consumer, despite the increase in the provision of local authority goods and services.

### Summary

All Scottish public expenditure has risen in the last ten years, current by more than capital, local authorities current expenditure by most of all. Thus Scottish local authorities have increased their share of total Scottish public sector current spending from 42% in 1968/69 to 49% in 1974/75. The larger rises have been on health, housing and education.

A large part of the increased expenditure stems from increased employment by local authorities, and in particular from increased female part-time employment.

However, this increased expenditure and employment has not led to increased voter satisfaction. A Strathclyde Area Survey showed that in 1976 consumers thought local authorities in general, and the particular goods and services they provided, were less satisfactory than they had been three years earlier. In addition, voters thought local authorities were less sensitive to complaints than they had been earlier.

So there was an apparent paradox that whilst local authority expenditure and employment increased consumer satisfaction diminished. Alienation between authorities and voters had increased - the exact opposite of the intention of the Wheatley and Radcliffe-Maud Reports.

Dis-satisfaction with increased rates, general taxation and the improved relative earnings and status of civil servants were considered as possible explanations of the paradox. The isolation of the voter facing an insensitive monopoly supplier of local goods and services was suggested as a possible explanation of the voter dis-satisfaction, and a partial return to competitive tender was put forward as a way to restore consumer confidence in local authorities.

References

- (1) Report of the Royal Commission on the Reform of Local Government. HMSO 1969
- (2) Op.cit.
- (3) Jackson, P M "The Growth of Public Sector Employment: The Case of the UK". Paper presented to the Institute of Fiscal Studies Conference September 1976.
- (4) Hawkesworth, R I "Private and Public Sector Pay" British Journal of Industrial Relations, July 1976.
- (5) Booker, J The Public Sector London 1977
- (6) Bacon & Eltis "Britain's Economic Problem : Too Few Producers". Macmillan 1976.
- (7) E.g. The Glasgow Herald, 27 May 1974.

TABLE 1

Scottish Public Expenditures : 1968/9 - 1975/6

		1968/9	1969/70	1970/1	1971/2	1972/3	1973/4	1974/5	1975/6
Total Public Expenditure <sup>(1)</sup>	: Current & Capital (£ million)	1496	1618	1748	1936	2154	2495	3334	4341
	: Index	100	108	117	129	144	167	223	290
	: Current (£ million)	1164	1280	1419	1597	1788	2032	2754	3578
	: Index	100	110	122	137	154	175	237	307
	: Capital (£ million)	332	338	329	339	366	463	580	763
	: Index	100	102	99	102	110	139	175	230
Local Authorities	: Current & Capital (£ million)	751	806	893	982	1147	1400	1838 <sup>(2)</sup>	2345 <sup>(3)</sup>
	: Index	100	107	119	131	153	185	245	312
	: % of Total Public Expenditure	50	50	51	51	53	56	55	54
	: Current (£ million)	493	555	641	722	843	1002	1350	
	: Index	100	113	130	146	171	203	274	
	: % of Total Current Expenditure	42	43	45	45	47	49	49	
	: Capital (£ million)	258	251	252	260	304	398	488	
	: Index	100	97	98	102	118	154	189	

(1) Excluding Defence, Nationalised Industries capital expenditure and imputed rent.

(2) Provisional

(3) Estimated.

Sources: Adapted from Scottish Abstract of Statistics, No.7, 1977.  
Tables 178, 180, 181, 182.

TABLE 2

## Scottish Local Authorities Functional Expenditure (1)

			1968/9	1969/70	1970/1	1971/2	1972/3	1973/4	1974/5
Current	: Highways & lighting	£mn	34	36	42	48	55	65	83
		Index	100	106	124	141	162	191	244
	Housing	£mn	106	125	139	147	171	227	297
		Index	100	118	131	139	161	214	280
	Transport	£mn	30	30	34	37	40	25	30
		Index	100	100	113	123	133	83	100
	Local Environmental (2)	£mn	63	73	85	97	113	137	180
		Index	100	116	135	154	179	217	286
	Law & Order	£mn	34	37	44	51	60	69	89
		Index	100	109	129	150	176	203	262
	Education	£mn	174	192	227	255	300	353	487
		Index	100	110	130	147	172	203	280
	Health & Social Work	£mn	27	30	35	44	55	69	87
		Index	100	111	130	163	204	256	322
	Other	£mn	25	32	35	43	49	57	97
		Index	100	128	140	172	196	228	388
Capital	: Highways	£mn	21	17	22	26	33	41	49
		Index	100	86	105	120	157	195	233
	Housing	£mn	131	126	122	122	127	185	242
		Index	100	96	93	93	97	141	185
	Transport	£mn	7	8	6	6	8	7	14
		Index	100	114	86	86	114	100	200
	Local Environmental (2)	£mn	43	43	44	48	61	77	80
		Index	100	100	102	112	142	179	186
	Law & Order	£mn	2	1	2	2	3	3	5
		Index	100	50	100	100	150	150	300
	Education	£mn	38	41	40	40	52	56	58
		Index	100	108	105	105	137	147	153
	Other	£mn	16	15	16	16	20	29	40
		Index	100	94	100	100	120	181	250

(1) Includes loan charges

(2) Includes water supply, sewerage, refuse disposal, parks, planning.

Source: Adapted from the Scottish Abstract of Statistics, No.7, 1977 Tables 178, 180, 181, 182

TABLE 3

Employment in Public Administration & Defence  
(excluding members of H.M. Forces)

		<u>Thousands</u>						
		1969	1970	1971	1972	1973	1974	1975
National Government Service	Total	44.1	44.9	46.0	48.1	48.0	48.5	51.9
	Males	29.0	30.3	30.8	30.0	29.7	29.6	31.2
	Females	15.1	14.6	15.2	18.1	18.3	18.9	20.7
<hr/>								
Local Government Service	Total	74.9	76.2	82.1	88.8	92.8	96.1	106.4
	Males	55.7	55.2	57.9	60.5	61.7	62.8	66.6
	Females	19.2	22.0	24.2	28.3	31.1	33.3	39.8

Source: Adapted from Scottish Abstract of Statistics, 1974, 1975 & 1976.

TABLE 4

Local Authorities 1973-1976 : Changes in Satisfaction in General

Satisfaction with provision of services	Dis-satisfied (-) & Satisfied (+)						Changes 1973-76	
	1973			1976			Worsened (-) or Improved (+)	
	-	-/+	+	-	-/+	+		
1. Overall good or bad job done by								
- Glasgow District				21.1	22.4	56.5	)	
- Strathclyde Region				26.0	21.6	52.4	)	-
- Local Government	11.7	23.4	64.9				)	
2. - Planning Department	13.4	22.2	64.4	41.9	19.8	38.3		-
3. - Local Housing Department	29.5	23.4	47.1	34.5	19.5	46.0		-
4. - Bus Service	28.3	15.2	56.5	23.2	16.0	60.8		+
5. - Highways & Roads Department	15.8	20.6	63.6	26.1	14.9	59.0		-
6. - Education Authorities	11.6	9.3	79.1	20.6	14.7	64.7		-
7. - Social Work Department	8.4	12.8	78.8	15.8	17.7	66.5		-
8. - The Police	6.1	6.8	87.1	8.2	5.8	86.0		-

Source: Strathclyde Area Survey, 1973 and 1976;  
Strathclyde Area Survey Unit, University of Strathclyde.



TABLE 5

Local Authorities 1973/76 : Changes in Satisfaction with Particular Services

Satisfaction with:	Dis-satisfied (-) & Satisfied (+)						Change 1973-76 Worsened (-) or Improved (+) <sup>(1)</sup>
	1973			1976			
	-	-/+	+	-	-/+	+	
Education:							
- Day Nurseries	31.4	15.0	53.6	29.1	10.2	60.7	+
- Primary Schools	9.6	7.0	83.4	8.4	6.7	84.9	+
- Secondary Schools	15.9	10.0	74.1	20.3	12.5	67.2	-
Local Environmental:							
- Play Areas	44.4	11.0	44.6	50.8	9.5	39.7	-
- Parks	26.5	11.8	61.7	26.7	8.8	64.5	-/+
- Neighbourhood Noise	23.8	13.3	62.9	25.4	9.9	64.7	-/+
- Bin Collection	12.2	6.8	81.0	9.3	7.5	83.2	+
- Cinemas & Entertainment	54.9	11.6	33.5	68.7	10.8	20.5	-
- Libraries	24.8	14.2	61.0	26.7	11.8	61.5	-/+

(1) Where dis-satisfaction and satisfaction have both increased and decreased (at the expense of the middle voter) then -/+ is shown

Source: Strathclyde Area Survey 1973 & 1976;  
Strathclyde Area Survey Unit, University of Strathclyde.

TABLE 6

Local Authorities 1973-76 : Changes in Sensitivity

Sensitivity to a Complaint.	No/unlikely (-) & Yes/likely (+)				Changes 1973-76 Worsened (-) or Improved (+)
	1973		1976		
Would anything be changed if you complained about (or to)	-	+	-	+	
1. - unjust regulation of council or corporation	77.0	23.0	78.1	21.9	-
2. - The Planning Department	46.0	54.0	65.1	34.9	-
3. - The Housing Department	31.7	68.3	40.2	59.8	-
4. - The Bus Services	48.7	51.3	56.5	43.5	-
5. - The Highways Department	44.0	56.0	45.6	54.4	-
6. - The Education Authorities	20.3	79.7	29.7	70.3	-
7. - The behaviour of the Police themselves	18.8	81.2	22.6	77.4	-

Source: Strathclyde Area Survey 1973 and 1976;  
Strathclyde Area Survey Unit, University of Strathclyde.

TABLE 7

Scottish Local Authority Current Income 1968/9 - 1974/5 (£ million)

	1968/9		1969/70		1970/1		1971/2		1972/3		1973/4		1974/5 <sup>(3)</sup>	
		%		%		%		%		%		%		%
Rates <sup>(1)</sup>	159	32	173	31	193	29	222	29	234	27	261	25	297	22
Central government grants & re-imbursements	211	42	244	43	294	45	340	45	407	47	525	50	725	55
Other current income <sup>(2)</sup>	127	26	144	26	169	26	194	26	226	26	254	24	303	23
Total	497	100	561	100	656	100	756	100	867	100	1040	100	1325	100

53

(1) Excludes domestic water from 1970/71 onwards.

(2) Includes Housing, water supply, and railway and electricity undertakings in lieu of rates.

(3) Provisional

Source: Adapted from Scottish Abstract of Statistics No.76, 1977.